TIM user manual 1.8

Welcome to TIM

TIM is the next generation handheld solution for the hospitality industry. TIM is easy to use, reliable, intuitive and quick. Oh, and we almost forgot: downright good looking. Even though we think most of you will never even need this manual, we figured we'd write it for those of you that get carried away and don't find some of the neat features we put in there, like the reverse check view or item editing. We hope you enjoy your new TIMe saving handheld application!

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Selecting a profile

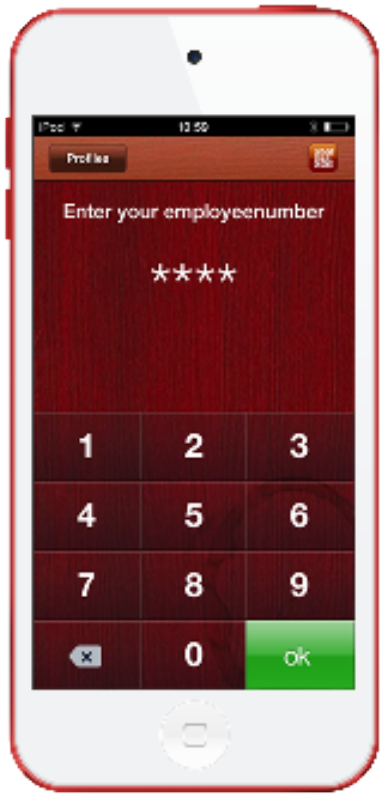
At the beginning of each business day TIM will ask you what profile you would like to work with today. This profile assigns you a menu, default check printer, revenue center and more. As you can still change this profile during the day, TIM gives you all the flexibility you could ever need.

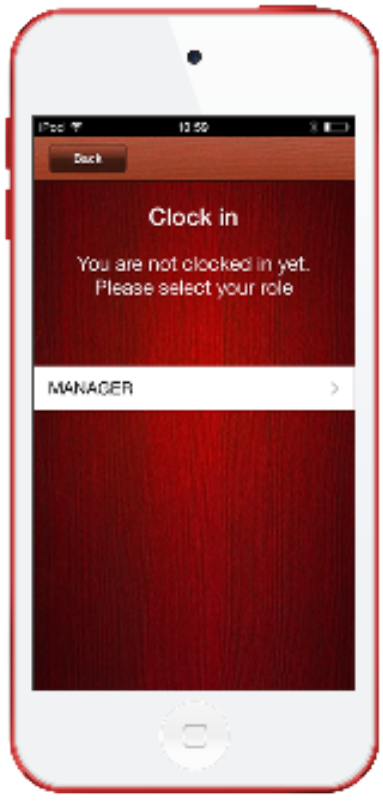
Logging in

You can log in to TIM using your Aloha ID, and optionally your password. Type your ID into TIM and press ‘OK’. If you did not yet previously clock-in, then TIM will allow you to do so by selecting your jobcode. If you use the original TIM employee cards you can use the QR code on the back for secure logging in. Just press the little QR button in the top right corner to activate the camera and scan the QR code on your employee card.

The Linea Pro device allows you to log in from this screen by swiping your employee magcard or scan your QR code.

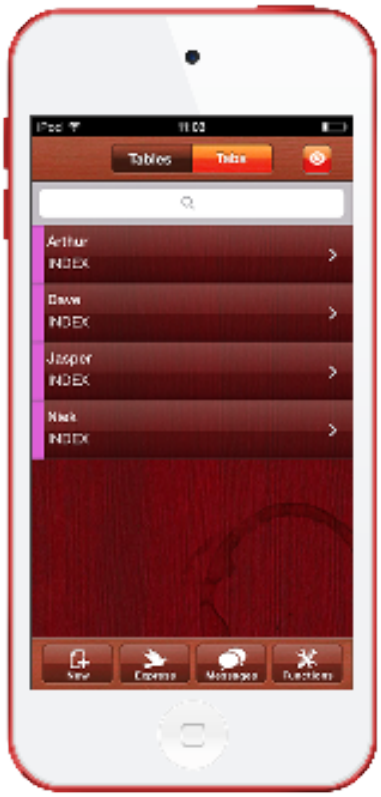
NOTE: The user should make sure to press the profile button after logging out. This will make sure the profile is released for the next user.





Check overview

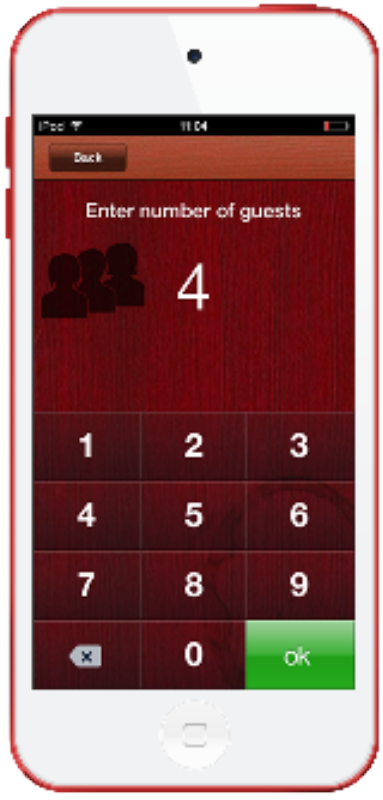
After you logged into TIM you are presented with the tableoverview. This shows you the accessible tables. Green tables are owned by you, other tables are pink. You can access a table by selecting it. Pressing the New button allows you to open a new table, Express gives the ability to create an express order, Messaging allows you to read and send messages and the Functions screens gives you access to system functions like logout, Hostess functions and more. With the Tabs and Tables buttons at the top of the screen you can easily switch between Tabs and Tables.



Opening a table or tab

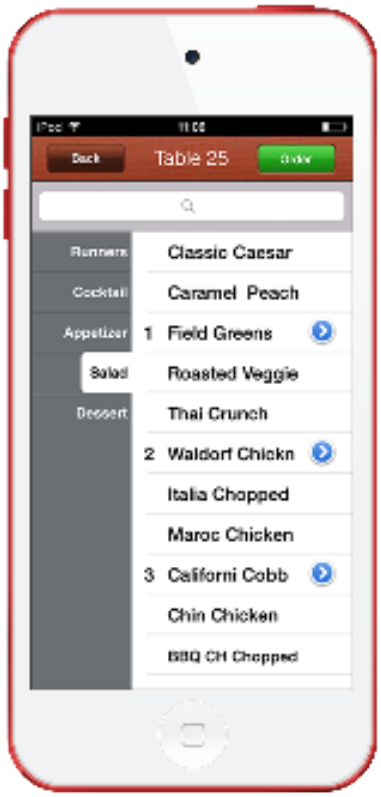
Opening a table or tab is a piece of cake. Either select one of the already listed tables or tabs, or press New in the toolbar. Depending on whether you are in the table or tab view, you will be presented with either a numeric keypad or a keyboard. After entering a tablenumber or tabname you will be asked for a guestcount. Alternatively, if you press the New button on the check overview screen and enter the number for a table already opened, TIM will access that table instead of trying to open a new table with that number. Isn't that smart?

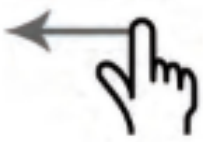
Back
Enter table's number
25
1
2
3
4
5
6
7
8
9
0
ok

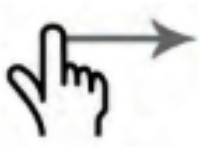

Back
Enter number of guests
4
1
2
3
4
5
6
7
8
9
0
ok

Ordering items

After you accessed a table or tab you'll be able to order some items. Ordering items is easy. Press an item to order it and swipe with your finger from right to left to delete it. Swipe from left to right to enter a quantity. When you have selected all items you want to order, press the green Order button to go to TIM's order confirmation screen.







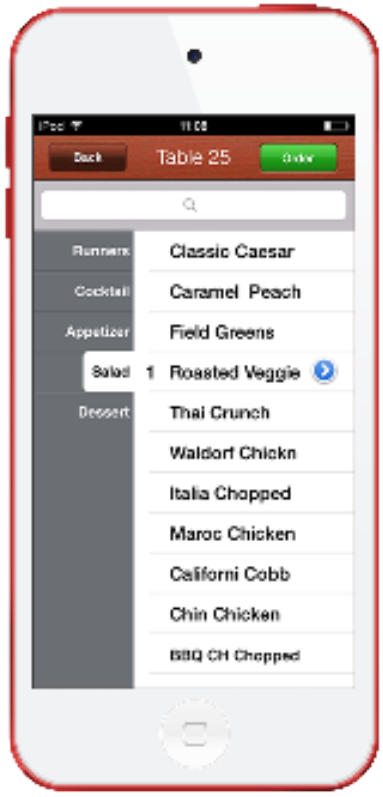
TIM also has the option to search for items. If you pull the Item list down, you will see a search bar. Enter your search term here and tim will show Items that fit the

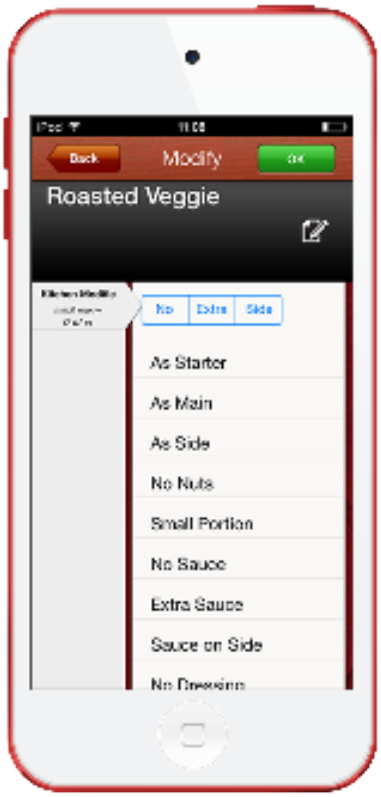
search term. You can then order these like you would any item. For Power users it might be good to know that when you pull the search bar down all the way to the bottom, the keyboard pops in and you can start typing your search phrase right away!

When you finished your order and pressed the green Order button, you are presented with the confirmation screen to give you an overview of the items. Items can be put on hold, or removed from hold status by pressing the pink circle. If you decide certain items do not need to be ordered you can still remove them by swiping from right to left. Also, press the Back button to go back to the item selection screen or press Cancel to completely cancel your order. If you decide the order is correct, either press the green Confirm Order button to order the items, or press the little green button to the right of it to select from alternative Aloha Order modes.

Modifying items

Modifying items in TIM is as easy as you would expect it to be. When you want to order an item with a modifier, all you need to do is click on the blue arrow icon next to it. This will bring you to the modifier groups assigned to the item you selected. You can order modifiers from different groups or type your own by pressing the little pen & paper icon. The NO, EXTRA and SIDE buttons give you the option to add modifier codes to the items.





Check detail view

The check detail screen gives you an overview of all the orders for a table or tab. From here you have several options: you can look through multiple checks by swiping from left to right or right to left with your finger, you can close the check to cash with the Fast Cash button, order more items with the Runners or Menu buttons or move to the payment screen to close the check with the Payment button.

However, there are two more options that might not be as evident as the ones mentioned above. The first one is called Item Editing and can be used by touching the check for half a second. The second option is the Reverse Check View and can be activated by turning the iPod upside down. You can read about these awesome features in the next chapters.

Reverse check view

The reverse check view is an excellent way of presenting your customers their check without having to waste paper (don't we all want to do as much as we can to save our environment?). As an added bonus it looks pretty amazing, especially if you add your own logo to the top of the check. How to add your own logo is described in our Installation manual.

Item editing

When you want to manipulate items on a check, all you have to do is press the check for half a second, and you will enter item editing mode. This mode enables you to void items, order previously held items or split the check and move items. Just select the items you want to edit or press "Select all", and press the corresponding button. If configured, a void will request a void reason. Moving items is as easy as selecting a new check by swiping to the right. Also, you can repeat an order by selecting items and pressing the order button.

Back
Table 25
Part Cash
Total due
€ 109.50
1 x Mojitos 7.00
1 x Thai Crunch 9.00
2 x Mai Tai 14.00
1 x RedVelvet Cake 6.00
1 x Cosmopolitan 7.00
No Ice
1 x Raspß Lem Drop 7.00
2 x Roasted Veggie 14.00
1 x Thai Crunch 9.00
No Nuts
1 x Chocolate Cake 7.50

Cancel
Table 5
Total due
€ 64.00
Select all
Caramel Peach
Classic Caesar
Field Greens
Roasted Veggie
Thai Crunch
Waldorf Chickn
Italia Chopped
Maroc Chicken
Void
Move
Order

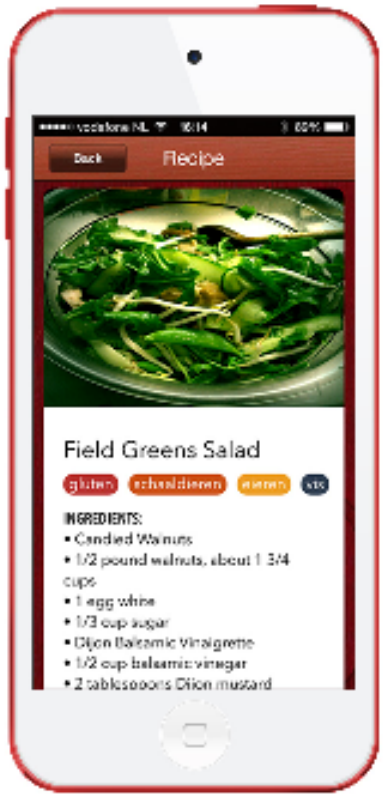
Cancel
Table 5
Total due
€ 64.00
Deselect all
Caramel Peach
Classic Caesar
Field Greens
Roasted Veggie
Thai Crunch
Waldorf Chickn
Italia Chopped
Maroc Chicken
Void
Move
Order

Recipes

If you want to see what ingredients an item contains, what wine pairing is advised or simply what the item looks like, you can view recipes right from TIM. To view a recipe in TIM you can hold a menu item that has a recipe attached to it. Tim will show you which items have recipes attached by showing three red stars (
★★★
)

Recipes will also show allergens now! Once defined in the TIM Recipe Editor recipes will show tags with allergen information.

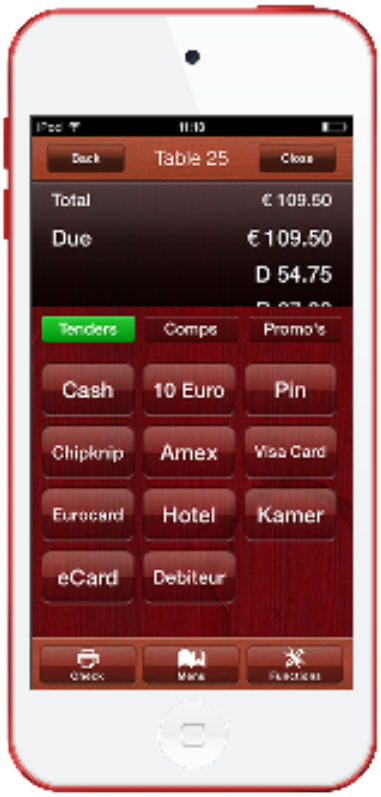
Back
Table 25
Order
Runners
Cocktail
Appetizer
Salad
Dessert
Margaritas
Mojitos
Asian Martini
Apple Martini
Cosmopolitan
RaspB Lem Drop
Paloma
Mai Tai
Long Island

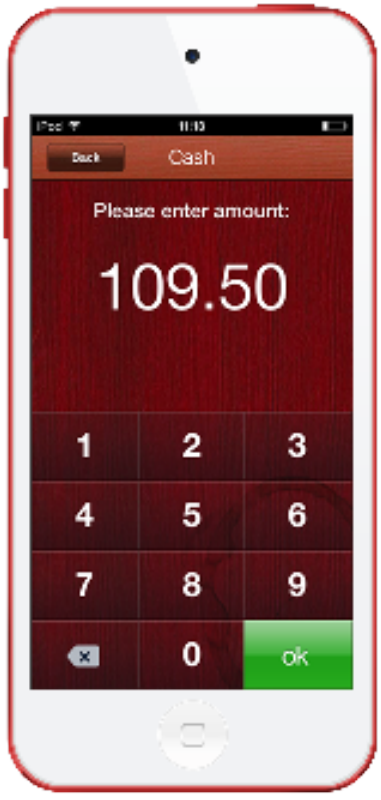


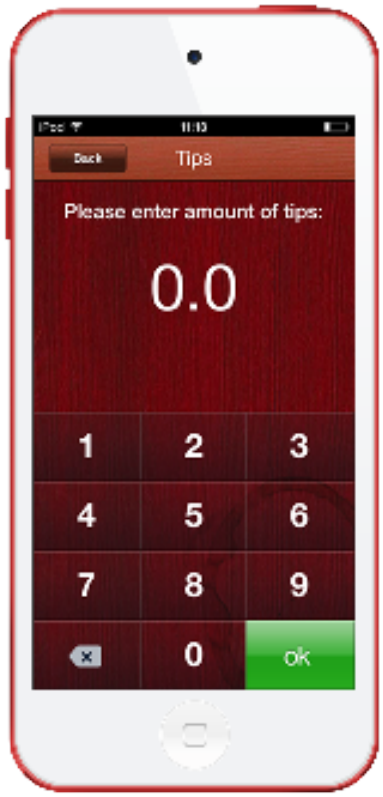
Payment screen

After pressing the payment button in the check view screen, you will enter the payment screen. This screen allows you to either apply a full or partial tender, one of the defined comps or a promo. If the balance of a check is already reduced to zero, you can close a check with the Close button. Selecting the Check button gives you the option of either emailing or printing a check. The check will be printed at the default checkprinter for the used profile, or the checkprinter selected in the functions screen.

Foreign currencies will also show under amount due and as change in the confirmation messaging.


Back
Table 25
Close
Total
€ 109.50
Due
€ 109.50
D 54.75
Tenders
Comps
Promo's
Cash
10 Euro
Pin
Chipknip
Amex
Visa Card
Eurocard
Hotel
Kamer
eCard
Debiteur

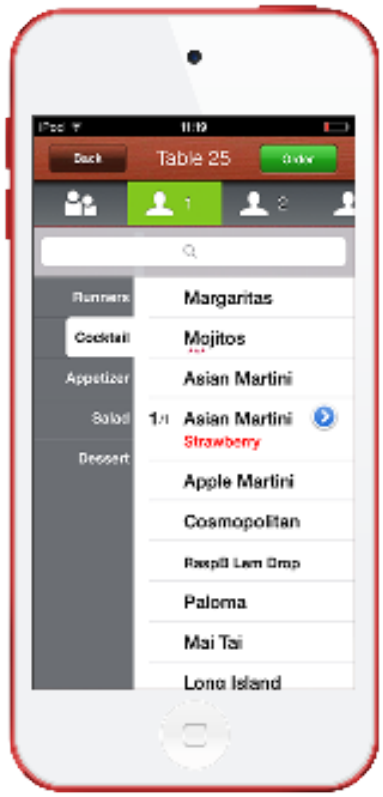

Back
Cash
Please enter amount:
109.50
1
2
3
4
5
6
7
8
9
0
ok

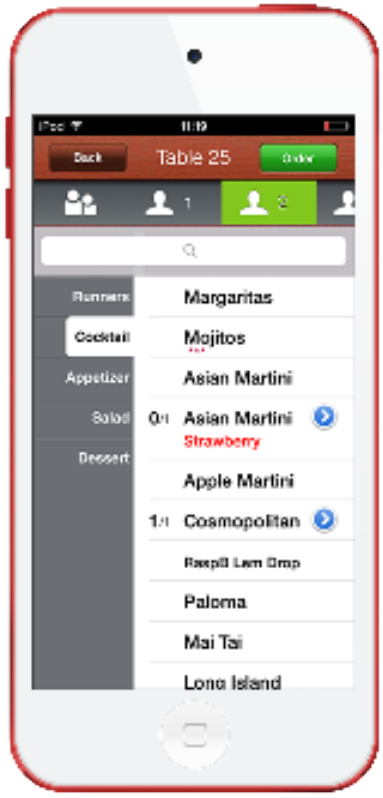


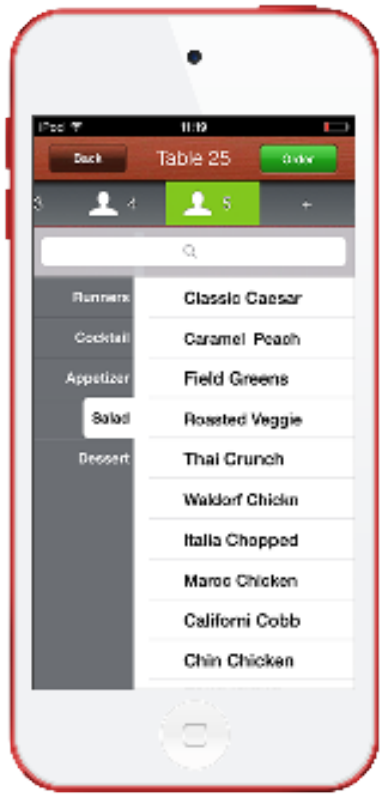
Pivot Seating

Once Pivot Seating is enabled in Aloha Manager the user will see the different guests in the Menu View. When a new table/tab is started the amount of guests will be created equal to the number of guests entered. Should you need to add a person you can simply add more guests to the table/tab.

Items to be ordered will show on any guests split check in a (for example) "1/3" format. This means the item will be ordered 3 times for the table/tab, of which 1 will be for the selected guest.


Back
Table 25
Order
1
2
Runners
Cocktail
Appetizer
Salad
Dessert
Margaritas
Mojitos
Asian Martini
1x Asian Martini
Strawberry
Apple Martini
Cosmopolitan
Paloma
Mai Tai
Long Island

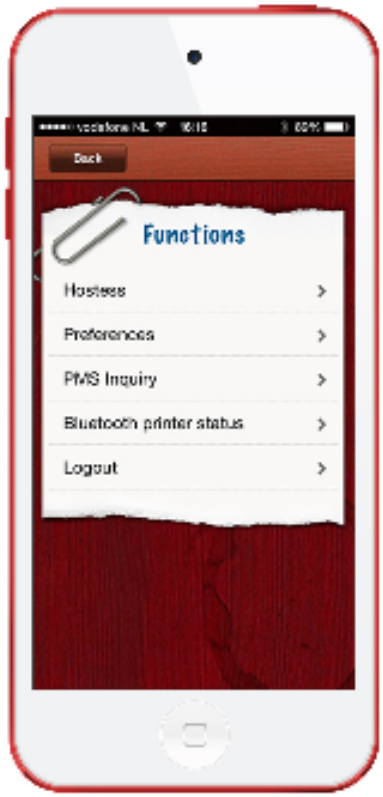

Back
Table 25
Order
1
2
Runners
Cocktail
Appetizer
Salad
Dessert
Margaritas
Mojitos
Asian Martini
0x Asian Martini
Strawberry
Apple Martini
1x Cosmopolitan
Paloma
Mai Tai
Long Island



Functions screen

The functions screen is where you find other options you might require during operation.

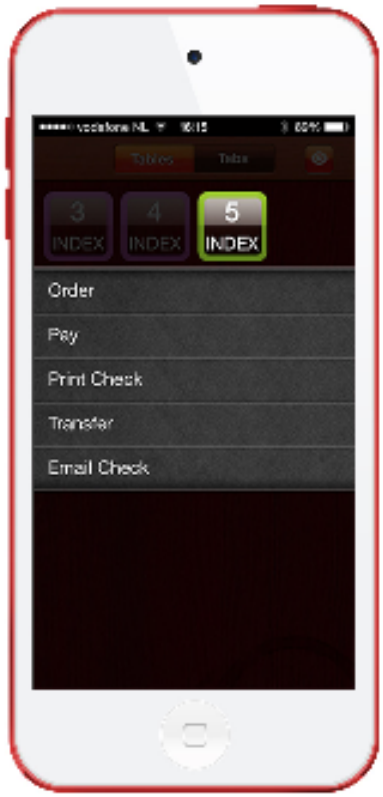
1. The **Hostess** tab gives you functions to Dirty and Clear a table. This can be used in conjunction with Aloha Guestmanager, QSR's Hostess product and other tablemanagement systems that leverage the Aloha ProHost interface.
2. Under **Preferences** you will find the ability to select a preferred checkprinter, the ability to sort your Tables and Tabs differently, what Aloha POS menu you want to use and if you would like to show a "hold item" status (Tables will flash if there are items on hold).
3. If you are using TIM in a hotel environment and Aloha is interfaced to the PMS, you will see the option **PMS inquiry** which allows the user to perform a room inquiry.
4. The **Logout** button logs you out of TIM and returns you to the employee login screen.

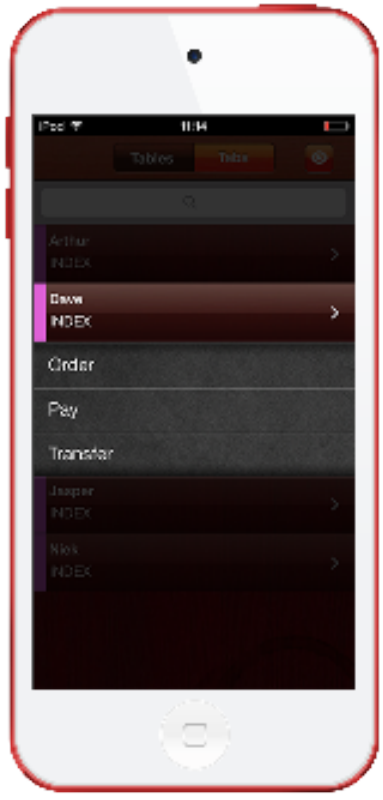


Quick Access (Order, Pay, Transfer, Print Check and E-mail Check)

Why stick to Aloha logic when we can skip actions to save time and focus on our guests. Long pressing a table or tab will give the user the possibility to access the table or tab order screen, payment screen, transfer a table/tab or print/e-mail a check.

Tables
Tabs
1
Robert
2
3
4
5
Jasper
6
7
Jasper
8
Robert
9
Robert
11
12
Jasper
15
Jasper



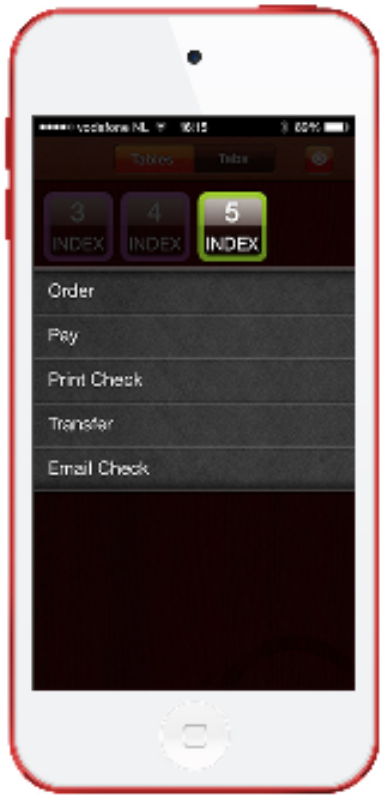


Transfer Table/Tab

Tranfer Table/Tab functionality is only available with Aloha 6.7 or higher

To transfer a table/tab to an employee the user needs to

press a table/tab until the Quick Access menu appears and then select Transfer. An employee selection screen appears where the user is able to select the employee to receive the transfer. After selecting an employee the user will see a confirmation message of the last transfer action. The send table will appear in blue on the top in the Table Sceen.



The receiving employee will see a blue flashing incoming table, also on the top. The receiving employee is able to accept the table to a new table, existing table, new tab or existing tab.

To Fast Transfer a table the user also needs to press a table/tab until the Quick Access menu appears and then select Transfer. Only now an options screen appears where the user can directly transfer to a new table, existing table, new tab or existing tab.

Note: The same logic is added to transfer Tabs in the Tab Screen

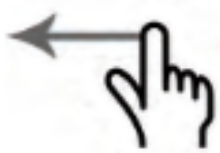
Quick Logout

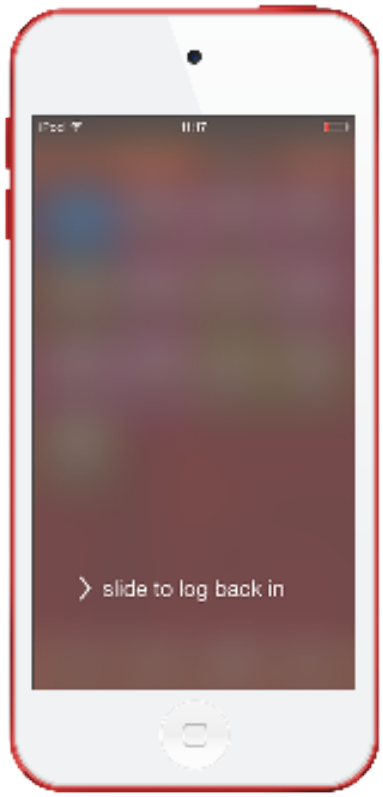
With the Quick Logout function the user is able to quickly logout on TIM, and login to an order entry terminal for full management functionality usage as this is not (yet) fully supported by TIM.

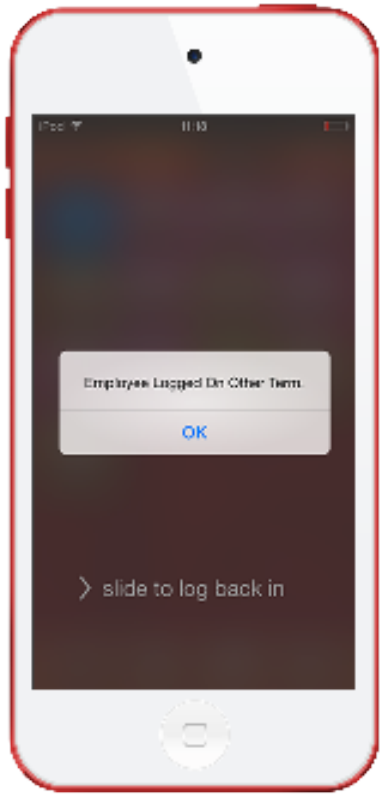
With a slide from right to left in the Table/Tab screen the user starts the Quick Logout and is now able to login on another device. To log back in a simple slide to the right will get the user back in TIM.

Don't worry about forgetting to log back in. TIM will automatically log you out officially after 5 minutes, where in this case the user will need a Mag Card (Linea Pro), QR-code or password to log back in. Also when you forget to logout on the order entry terminal, TIM will warn you as you try to use the "log back in" functionality.

Tables
Tabs
1
2
3
4
5
Jasper
6
7
Jasper
8
Robert
9
Robert
11
12
Jasper
15
Jasper
25
Jasper




slide to log back in


Employee Logged On Other Term
OK
slide to log back in

View Options

Pressing the little eye button on the top right corner will guide you through the view selection options. Default TIM is set to Table Owner view.

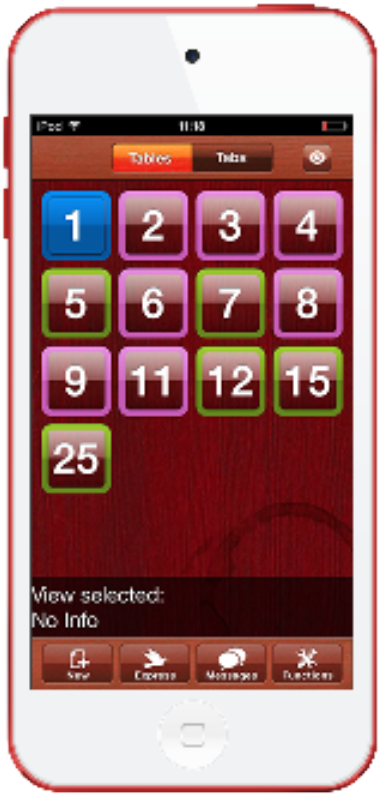
Pressing once will give you the time the table is open (time since first check order)

Pressing twice will give you the time since the last order on that check

Pressing three times will give you no extra information, next to the Table number

Tables
Tabs
1
2
3
4
5
Jasper
6
7
Jasper
8
Robert
9
Robert
11
12
Jasper
15
Jasper
25
Jasper
View selected:
Table Owner

Tables
Tabs
1
2
00:19
3
00:19
4
00:18
5
00:18
6
00:19
7
00:19
8
00:18
9
00:18
11
00:19
12
00:19
15
00:19
25
00:14
View selected:
Time Table Open



Allergens + Allergen Filter

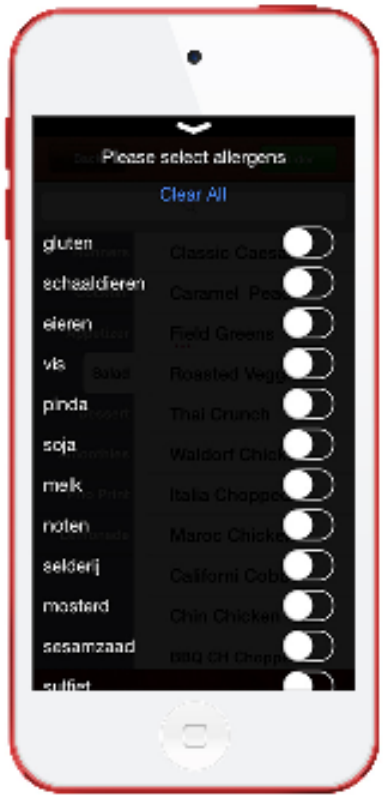
Based on the fact that the Dutch government changed the law regarding allergen information in restaurants we have implemented an allergen filter in TIM. Once allergens are

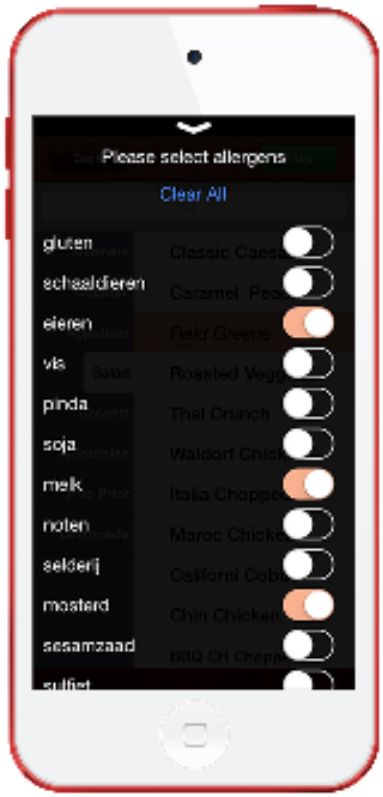
linked to items with the TIM Recipe Editor the user is able to make a selection of allergens in the filter based on allergies mentioned by the guests. Items with defined allergens (in the TIM Recipe Editor) will light up once selected in the allergen filter. These items can still be ordered, but TIM will let you know to be cautious, based on the users input regarding allergens. Are you moving on to the next guest who does not have any allergies? Simply tap the "Clear all" button and all references regarding allergens will be back to normal.

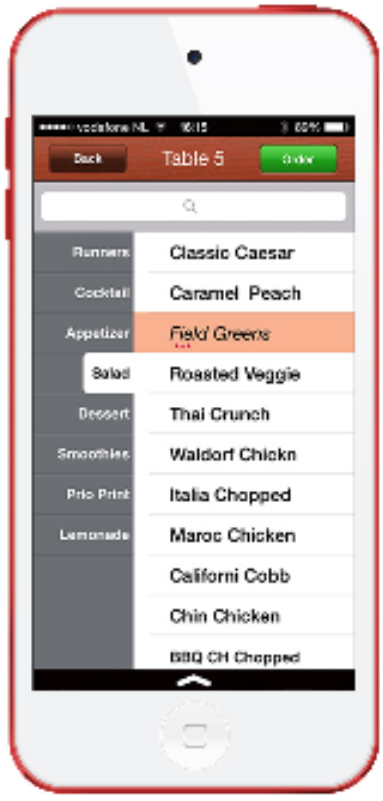
To access the Allergen Filter swipe the bottom arrow to the top of the menu.

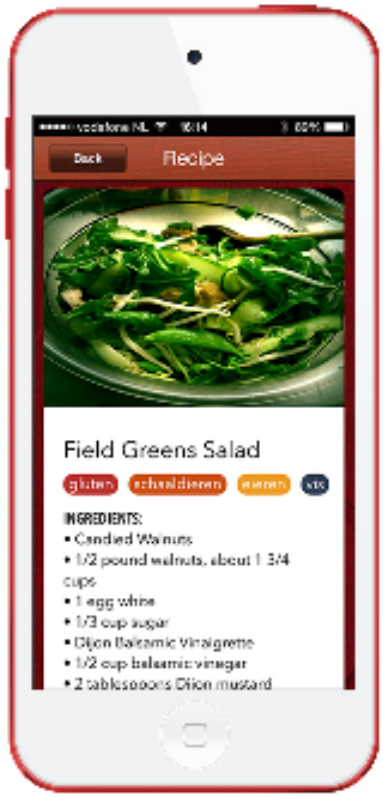
TIM will make it easy helping the guest select an item on the menu without any of the in the filter selected allergens. Also imagine the time (is Money) you will save not having discussions with your chef!

Note: When a recipe is available for a certain item, the user is able to view the linked allergens in detail with a long press on the item.




Please select allergens
Clear All
gluten
schaaldieren
eieren
vis
pinda
soja
melk
noten
selderij
mosterd
sesamzaad
sulfiet


Back
Table 5
Runners
Cocktail
Appetizer
Salad
Dessert
Smoothies
Prio Print
Lemonade
Classic Caesar
Caramel Peach
Field Greens
Roasted Veggie
Thai Crunch
Waldorf Chickn
Italia Chopped
Maroc Chicken
Californi Cobb
Chin Chicken
BBQ CH Chopped



Bluetooth Printing

Just another Time saver! Next to being able to show the check at the table (TIM reversed check view) or sending the guest an e-mail with the check (TIM mail) we have implemented the TIM Bluetooth functionality for Bixolon Bluetooth printers.

After pairing (HOW TO PAIR ON iOS) the Bluetooth device navigate to the functions menu > preferences to select a default check printer. After TIM detects the Bluetooth device the user is able to select the printer. You will now be able to print guest checks from your (Batman

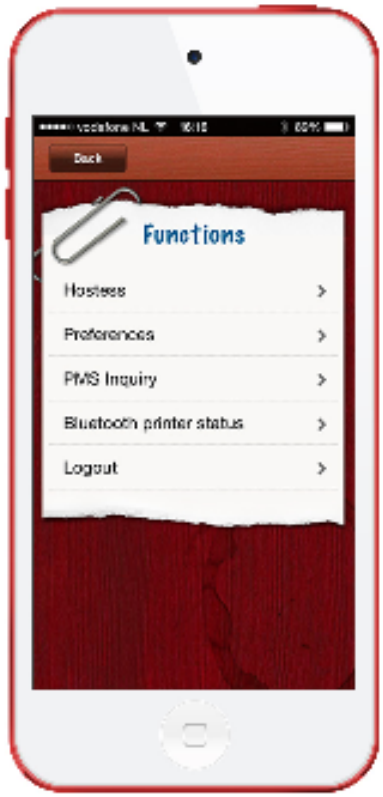
) utility belt!

Note: To check the status of the printer or print a test print please navigate to functions menu > Bluetooth printer status

Currently we support the following devices for bluetooth printing:

SPP-R210

SPP-R200II


Back
Functions
Hostess
Preferences
PMS Inquiry
Bluetooth printer status
Logout

Back
Preferences
Check printer Default
Sorting Tables Table name
Menu Default CPK
Show hold items status
Choose Camera

Back
Searching prin...
Printer
Default
BAR
KITCHEN
TERRAS
SPP-R200II

BIXOLON
BATT.
ERROR
BT

RFID scanning with Linea Pro 6 *(only for X-plan interface users)* (NEW)

TIM, once attached to a Linea Pro, is now able to scan RFID tags/bracelets to pick up check information from Tables and Tabs defined by Aloha/X-plan. To use this functionality, simply press the 'Activate RFID' button to scan the tag. TIM will show this functionality once setup in the backoffice.

TexelPoints loyalty interface
(only for TexelPoints users)

(NEW)

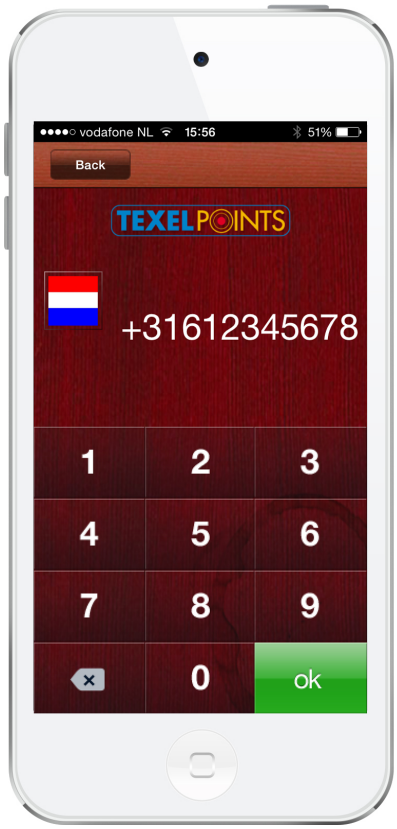
TexelPoints was integrated in TIM to send check information to the TexelPoints interface for loyalty purposes. The user can map different items and attach bonus plans to these items in the TexelPoints interface. With TIM, the user is able to attach a member to the check, so bonuses will be added to the users account. Also the guest is able to pay with previously earned Points on a specially made TexelPoints tender.

To attach a member to a check pull down the check so that the "Assign member" button will appear and tap it. The user will now be able to enter a mobile phone number and assign the check to the guests account. Closing the check by any tender will send the check information to the TexelPoints interface.

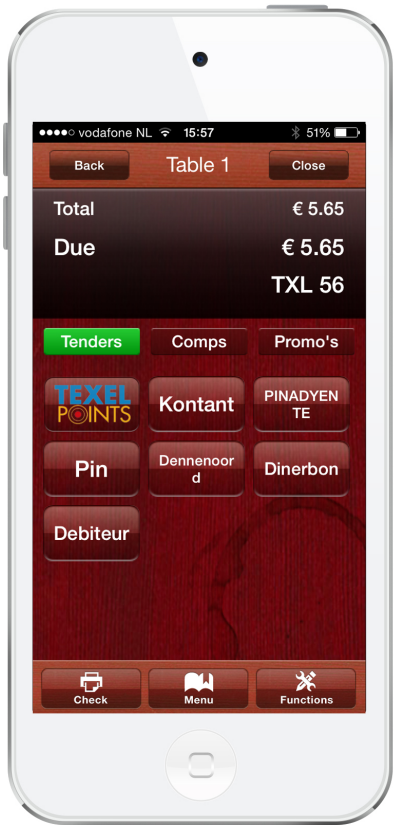
To settle the check with TexelPoints, the user is able to tap the TexelPoints tender which will trigger the camera tool. Simply take a 'photo' of the QR-code generated on the guests phone. Once the balance has been approved, the check will be closed automatically.

vodafone NL 15:56 52%
Back
Table 1
Fast Cash
Total due
€ 5.65
1 x Appeltaart
2.95
Zonder Slagroom
1 x Cappuccino
2.70
Menu
Payment
Functions

vodafone NL 15:56 52%
Back
Table 1
Fast Cash
Total due
€ 5.65
TEXEL POINTS
Assign Member
1 x Appeltaart
2.95
Zonder Slagroom
1 x Cappuccino
2.70
Menu
Payment
Functions


vodafone NL 15:56 51%
Back
TEXELPOINTS
+31612345678
1 2 3
4 5 6
7 8 9
0 ok

vodafone NL 15:56 51%
Back
Table 1
Fast Cash
Total due € 5.65
TEXEL POINTS
Assigned: +31******5678
1 x Appeltaart 2.95
Zonder Slagroom
1 x Cappuccino 2.70
Menu
Payment
Functions


vodafone NL
15:57
51%
Back
Table 1
Close
Total
€ 5.65
Due
€ 5.65
TXL 56
Tenders
Comps
Promo's
TEXEL POINTS
Kontant
PINADYEN TE
Pin
Dennenoord
Dinerbon
Debiteur
Check
Menu
Functions